PRACTICAL USER'S GUIDE
FOR THE
ELECTRIC FIREPLACE

MODEL NUMBERS:

BF33STP/DXP
BF39STP/DXP

Write Your Remote Control Code Number Here:	Quality checked by:

Valued Customer,

We are pleased that you have chosen to purchase an electric fireplace manufactured by Dimplex North America Ltd.

Over the years, valuable memories will occur around the warmth and comfort of your hearth. Thank you for allowing our product to be the backdrop for those special moments.

7206360300REV01

QUICK REFERENCE GUIDE FOR THE ELECTRIC FIREPLACE

1. **Prior to the first use of the fireplace verify the following:**
    - **Are the circuit breakers for the fireplace on?**
    - **Are the light bulbs in your fireplace loose? (to check, follow the instructions for replacing the light bulbs under the maintenance section of this manual)**

2. **The heater on your fireplace may emit a slight, harmless odor when first used. This odor is a normal condition caused by the initial heating of internal heater parts and will not occur again.**

3. **If your heater does not emit heat, ensure the large switch is on, the wall thermostat is set above the current room temperature and any wall switches for the unit are on. If this does not work, switch the unit off for 5 minutes and try again. Consult operation section of your practical users guide for further information.**

4. **The information regarding the model of your fireplace can be found on the rating plate located under the logs in the lighting area.**

5. **If you have any technical questions regarding the operation of your fireplace , or require service for your fireplace contact Dimplex North America customer service at 1-888-DIMPLEX (1-888-346-7539).**

CONTENTS

PAGE 1	Important Instructions
PAGE 2	Model and Serial Number Information
PAGE 3	Bathroom Installation
PAGE 4	Operation
PAGE 5	Maintenance
PAGE 9	Accessories
PAGE 10	Warranty

IMPORTANT INSTRUCTIONS

SAVE THESE INSTRUCTIONS

PLEASE RETAIN THIS USER'S GUIDE FOR FUTURE REFERENCE

When using electrical appliances, basic precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

1. Read all instructions before using this fireplace.
2. This fireplace is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. The trim around the heater outlet becomes hot during heater operation. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, and curtains at least 3 feet (0.9m) from the front of the unit.
3. Extreme caution is necessary when any heater is used by or near children or invalids and whenever the fireplace is left operating and unattended.
4. Do not operate any fireplace if the heater has malfunctioned, or if the fireplace has been dropped or damaged in any manner.
5. Do not use outdoors
6. Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire, or damage to the heater.
7. To prevent a possible fire, do not block air intake or exhaust in any manner.
8. All electrical heaters have hot and arcing or sparking parts inside. Do not use in areas where gasoline, paint, or flammable liquids are used or stored or where the unit will be exposed to flammable vapors.
9. Do not modify this fireplace. Use it only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock or injury to persons.
10. Do not burn wood or other materials in this fireplace.
11. Do not strike fireplace glass.
12. Always use a certified electrician for installation.
13. Disconnect all power coming to fireplace at main service panel before performing any cleaning, or maintenance.
14. When transporting or storing the fireplace, keep in a dry place, free from excessive vibration and store as to avoid damage.

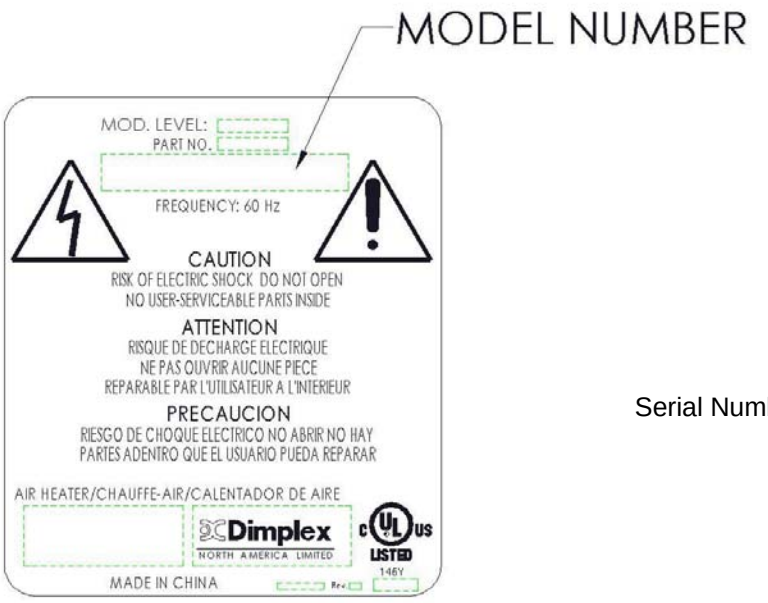
NOTE: Procedures and techniques that are considered important enough to emphasize

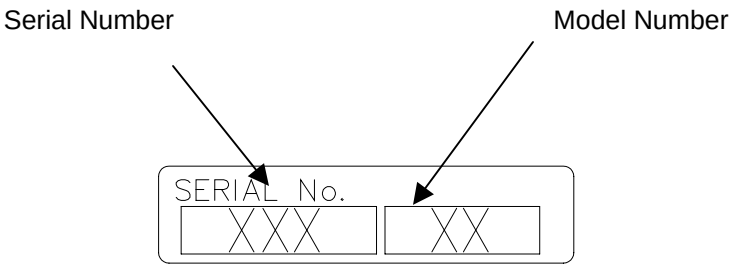
CAUTION: Procedures and techniques which, if not carefully followed, will result in damage to the equipment

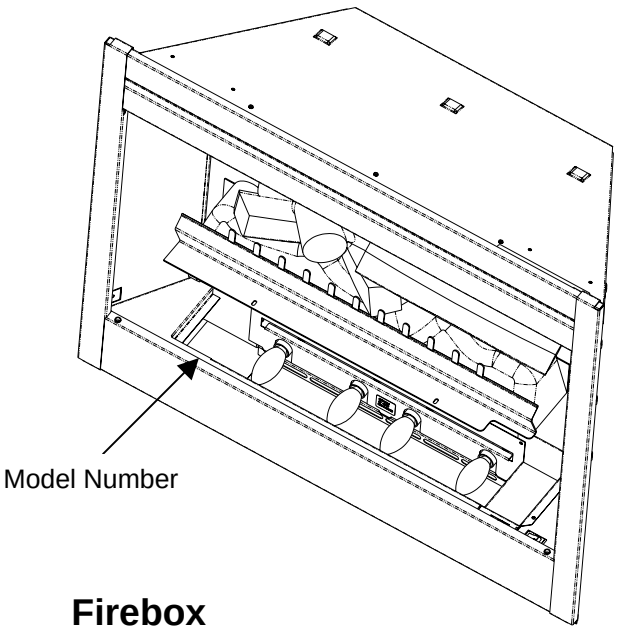
WARNING: Procedures and techniques which, if not carefully followed, will expose he user to the risk of fire, serious injury, illness or death

IMPORTANT INSTRUCTIONS

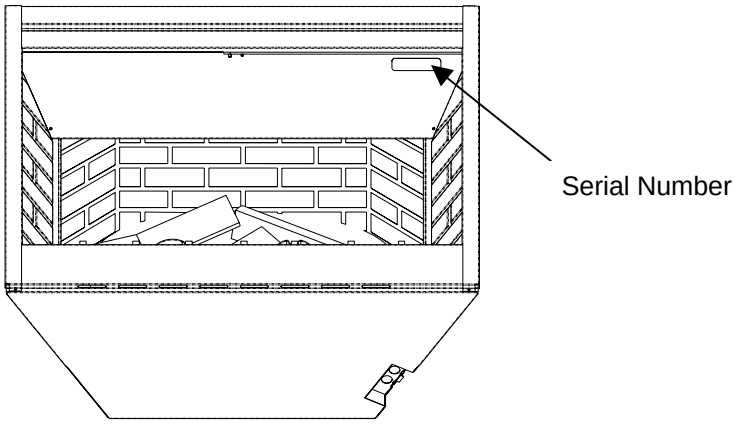
If you have any questions about our products please have the product model and serial numbers available upon calling Dimplex customer service. To locate the model and serial number labels see below.

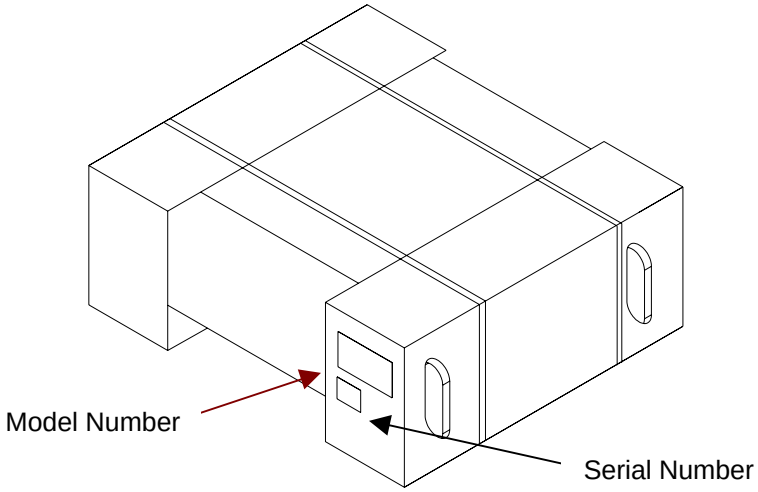






Firebox





Carton

Bathroom Installation

This firebox must be protected by a GFI receptacle or circuit. If receptacle is used it must be readily accessible.

To prevent electrical shock this unit is an electrical appliance that is not watertight and must be installed as to prevent water from entering the unit. This unit must be installed away from showers, tubs, etc. Never locate fireplace where it may fall into a bathtub or other water containers. Keep towels and other combustible materials 3 feet away from the front of the unit.

OPERATION

The controls for the Electric Fireplace are located at the bottom right hand corner of the unit.

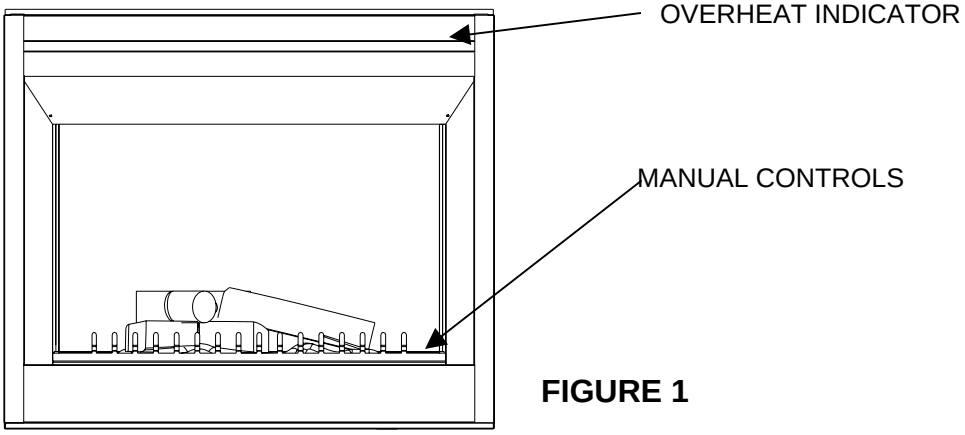


FIGURE 1

MANUAL CONTROLS

A. Main Power Switch
Main on/off switch, activates the flame effect

B. Heater Control Switch
Heater ON/OFF switch, activates the heater

C. Fan Control Switch
Fan ON/OFF switch, activates the fan (purifier).

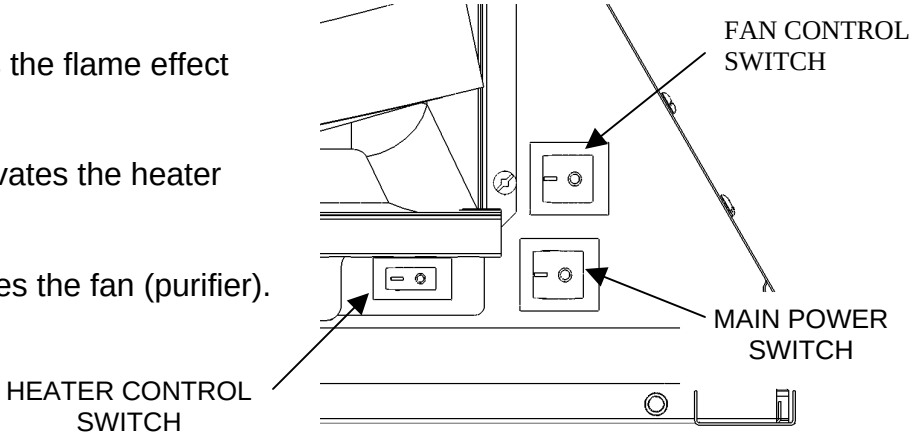


FIGURE 2

WALL MOUNTED CONTROLS

The fireplace can be installed with wall mounted controls. These controls include wall switches and thermostats. (see installation guide for details)

A. Wall Mounted Switches
This model may be installed such that a wall mounted switch activates the flame effect and a wall mounted heater switch activates the heater (fan control switch on unit must be set at ON position). A wall mounted switch can also be installed to operate the heater independent of the flame. Fan control cannot be wired to a wall mounted switch.

B. Wall Mounted Thermostat
This unit may be installed such that a wall mounted thermostat can adjust the heat temperature to your individual requirements. Turn the thermostat control clockwise all the way to turn on the heater. When the room reaches the desired temperature, turn the thermostat knob counter clockwise until you hear a click. Leave in this position to maintain

the room temperature at this setting. For additional heat, turn the thermostat clockwise until you hear the click again and the heater will turn on. To turn the heater off, turn the thermostat counter clockwise all the way, and/or turn the manual heater switch on the unit to the OFF position. **Fan control switch must be on to activate heater.**

THE TEMPERATURE CUTOUT SWITCH

The heater on this fireplace is protected with a safety device to prevent overheating. Should the heater overheat, a red light **(Fig. 1)** will be activated and an automatic cut out will turn the heater off. The heater will re-activate once the heater has cooled. The overheat cutout will be triggered if the filter is dirty. Follow filter maintenance on page 8.

CAUTION
If the heater continuously resets, disconnect the power at the main service panel and call your local dealer.

NOTE
The heater may emit a slight, harmless odor when first used. This odor is a normal condition caused by initial heating of internal heater parts and will not occur again.

MAINTENANCE

WARNING
Disconnect all power coming to fireplace at main service panel before attempting maintenance or cleaning to reduce risk of fire, shock or damage to persons.

NOTE
Allow at least 5 minutes for light bulbs to cool off before touching bulbs to avoid accidental burning of skin.

TOOL REQUIREMENTS
Slot screwdriver

LIGHT BULB REPLACEMENT
Allow at least 5 minutes for light bulbs to cool off before touching bulbs to avoid accidental burning of skin.
Light bulbs need to be replaced when you notice a dark section of the flame or when the clarity and detail of the log exterior disappears. There are four bulbs under the log set which generate the flames and embers.

LIGHT BULB REQUIREMENTS
Quantity of 4 clear chandelier or candelabra bulbs with an E-12 (small) socket base, 60 watt rating. Example: GE 60BC or Philips 60CTC.
DO NOT EXCEED 60 WATTS PER BULB.

CAUTION
When handling log only apply force to the ember bed section not directly to the logs.

HELPFUL HINTS

It is a good idea to replace all light bulbs at one time if they are close to the end of their rated life. Group replacement will reduce the number of times you need to open the unit to

replace light bulbs. Long life bulbs are recommended to reduce the frequency of bulb changes.

To access the light bulb area (BF33STP, BF39STP models)

1. Open steel curtain (remove glass doors if applicable).

2. Remove two screws on log bracket and set aside. (FIGURE 3)

3. Pull front edge of plastic ember bed or plastic grate up and forward until rear tab releases from the ledge located at the bottom of the mirror. (FIGURE 4)

Note: Log set fits tightly into firebox, some force may be necessary to remove.

4. Examine the bulbs to determine which bulbs require replacement.

5. Unscrew bulbs counter clockwise.
6. Insert new bulbs.

7. Replace the log by inserting the rear tab of the logset under the back ledge of the fireplace and push down on the front edge of the logset until it snaps into place. (FIGURE 4)

8. Replace log grate using two screws previously removed.

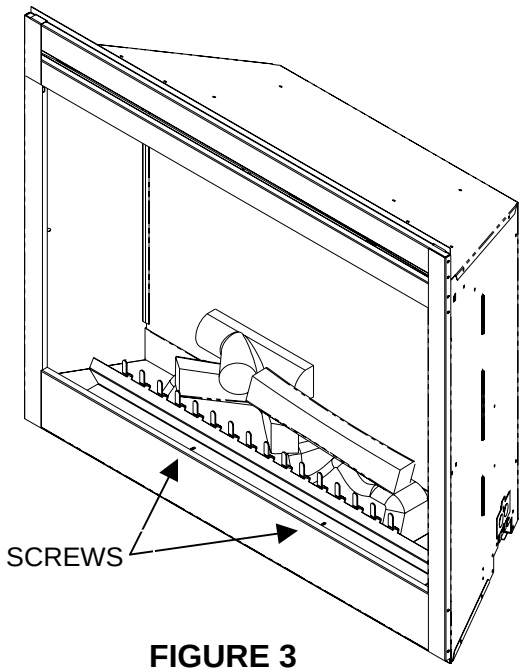


FIGURE 3

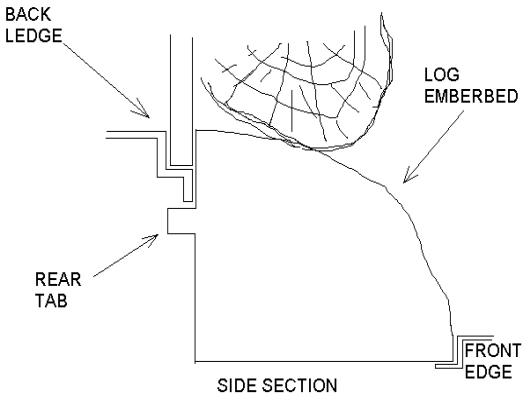


FIGURE 4

To access the light bulb area (BF33DXP, BF39DXP models)

1. Open steel curtain (remove glass doors if applicable).

2. Remove two screws on log bracket and set aside. (FIGURE 3)

3. Pull front edge of plastic ember bed or plastic grate up and forward until rear tab releases from the ledge located at the bottom of the mirror. (FIGURE 4)

Note: Log set fits tightly into firebox, some force may be necessary to remove.

4. Set logset in front of firebox.

5. Disconnect the logset LED wire harness from unit. (FIGURE 5)

6. Examine the bulbs to determine which bulbs require replacement.

7. Unscrew bulbs counter clockwise.

8. Insert new bulbs.

9. Re-connect the logset LED wire harness to the unit.

10. Replace the log by inserting the rear tab of the logset under the back ledge of the fireplace and push down on the front edge of the logset until it snaps into place. (FIGURE 4)

11. Replace log grate using two screws previously removed.

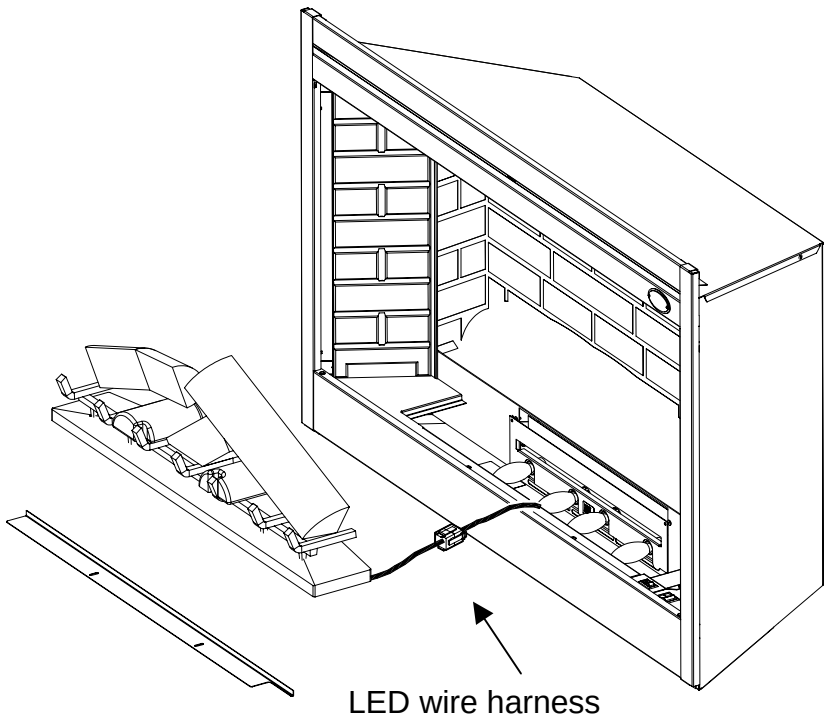


FIGURE 5

PURIFIRE™ FILTER

The Purifire™ filter supplied in your fireplace is reusable and washable. The filter should be cleaned or replaced on average once a year, or if overheat indicator lamp is activated. To clean the filter gently tap filter on a hard surface to dislodge any loose dirt or debris, and then clean with water. No soap or cleaning products are recommended. The filter size is 20" X 10" X 1" rated at MERV 10. If using an after market filter follow the manufacturers recommended replacement instructions.

To replace filter:

1. Remove the 2 mounting screws from the air filter bracket.
2. Slide forward to remove the air filter bracket assembly from the firebox.
3. Slide filter out of air filter bracket.
4. Reassemble in reverse order as above.

NOTE

If after market air filter is used ensure it is installed according to the manufacturers recommended instructions.

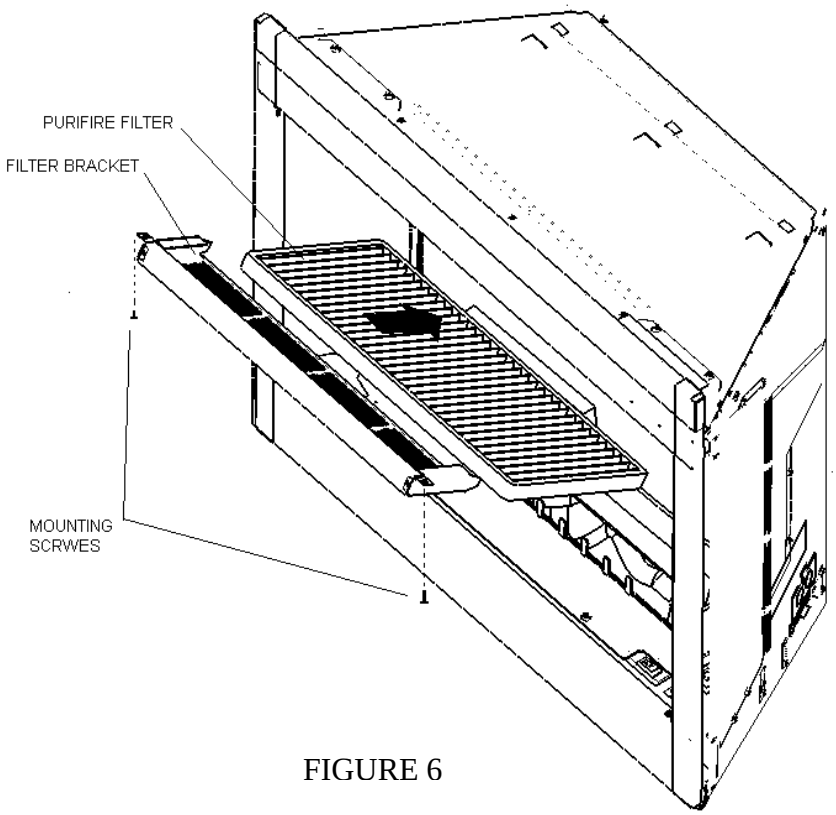


FIGURE 6

Mirror Cleaning

The mirror is cleaned in the factory during the Assembly operation. During shipment, installation, Handling, etc., the mirror surface may collect dust Particles; these can be removed by buffing lightly With a clean dry cloth.

To remove fingerprints or other marks, the mirror can be cleaned with a damp cloth using good quality household glass cleaner. The mirror should be completely dried with a lint free cloth to prevent water spots. To prevent scratching, do not use abrasive cleaners or spray liquids on the clear door surface.

ACCESSORIES

Please contact your local dealer for genuine Dimplex accessories. Example: Glass door kits, brass and stainless steel trims, remote control kits, plug kits, and cabinets designed to fit your fireplace.

TWO YEAR LIMITED WARRANTY

Products to which this limited warranty applies

This limited warranty applies to the following models of your newly purchased Dimplex electric fireplace **BF33STP, BF33DXP, BF39STP, BF39DXP** and to newly purchased Dimplex fireplace surrounds (mantels) and trims. This limited warranty applies only to purchases made in any province of Canada *except* for Yukon Territory, Nunavut, or Northwest Territories or in any of the 50 States of the USA (and the District of Columbia) *except* for Hawaii and Alaska. This limited warranty applies to the original purchaser of the product only and is not transferable.

Products excluded from this limited warranty

Light bulbs are not covered by this limited warranty and are the sole responsibility of the owner/purchaser. Products purchased in Yukon Territory, Nunavut, Northwest Territories, Hawaii, or Alaska are not covered by this limited warranty. Products purchased in these States, provinces, or territories are sold AS IS without warranty or condition of any kind (including, without limitation, any implied warranties or conditions of merchantability or fitness for a particular purpose) and the entire risk of as to the quality and performance of the products is with the purchaser, and in the event of a defect the purchaser assumes the entire cost of all necessary servicing or repair.

What this limited warranty covers and for how long

Products, other than fireplace surrounds (mantels) and trims, covered by this limited warranty have been tested and inspected prior to shipment and, subject to the provisions of this warranty, Dimplex warrants such products to be free from defects in material and workmanship for a period of 2 years from the date of the first purchase of such products.

Dimplex fireplace surrounds (mantels) and trims covered by this limited warranty have been tested and inspected prior to shipment and, subject to the provisions of this warranty, Dimplex warrants such products to be free from defects in material and workmanship for a period of 1 year from the date of first purchase of such products.

The limited 2 year warranty period for products other than fireplace surrounds (mantels) and trims and the limited 1 year warranty period for fireplace surrounds (mantels) and trims also applies to any implied warranties that may exist under applicable law. Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to the purchaser.

What this limited warranty does not cover

This limited warranty does not apply to products that have been repaired (except by Dimplex or its authorized service representatives) or otherwise altered. This limited warranty does further not apply to defects resulting from misuse, abuse, accident, neglect, incorrect installation, improper maintenance or handling, or operation with an incorrect power source.

What you must do to get service under this limited warranty

Defects must be brought to the attention of Dimplex Technical Service by contacting Dimplex at 1-888-DIMPLEX (1-888-346-7539), or 1367 Industrial Road, Cambridge Ontario, Canada N1R 7G8. Please have proof of purchase, catalogue/model and serial numbers available when calling. Limited warranty service requires a proof of purchase of the product.

What Dimplex will do in the event of a defect

In the event a product or part covered by this limited warranty is proven to be defective in material or workmanship during (i) the 2 year limited warranty period for products other than fireplace surrounds (mantels) and trims, and (ii) the 1 year limited warranty period for surrounds (mantels) and trims, you have the following rights:

- Dimplex will in its sole discretion either repair or replace such defective product or part without charge. If Dimplex is unable to repair or replace such product or part, or if repair or replacement is not commercially practicable or cannot be timely made, Dimplex may, in lieu of repair or replacement, choose to refund the purchase price for such product or part.
- Limited warranty service will be performed solely by dealers or service agents of Dimplex authorized to provide limited warranty services.
- **For products other than surrounds (mantels) and trims**, this 2 year limited warranty entitles the purchaser to on-site or in-home warranty services. Accordingly, Dimplex will be responsible for all labour and transportation associated with repairing or replacing the product or part except as follows: (i) charges which may be levied for travel costs incurred to travel to the purchaser's site where the product is located if the purchaser's site is beyond 30 miles (48 km) from the closest service depot of Dimplex's dealer or service agent; and (ii) the purchaser is solely responsible for providing clear access to all serviceable parts of the product.
- **For surrounds (mantels) and trims**, this 1 year limited warranty does not entitle the purchaser to on-site or in-house warranty services. The purchaser is responsible for removal and transportation of the surrounds (mantels) and trims (and any repaired or replacement product or part) to and from the authorized dealer's or service agent's place of business. On-site or in-home services for surrounds (mantels) and trims may be performed at the purchaser's specific request and expense at Dimplex’s then-current rates for such services. Dimplex will not be responsible for, and this limited warranty shall not include, any expense incurred for installation or removal of the surrounds (mantels) or trims or any part thereof (or any replacement product or part) including, without limitation, all shipping costs and transportation costs to and from the authorized dealer's or service agent's place of business and all labour costs. Such costs shall be the purchaser’s responsibility.

What Dimplex and its dealers and service agents are also not responsible for:

IN NO EVENT WILL DIMPLEX, OR ITS DIRECTORS, OFFICERS, OR AGENTS, BE LIABLE TO THE PURCHASER OR ANY THIRD PARTY, WHETHER IN CONTRACT, IN TORT, OR ON ANY OTHER BASIS, FOR ANY INDIRECT, SPECIAL, PUNITIVE, EXEMPLARY, CONSEQUENTIAL, OR INCIDENTAL LOSS, COST, OR DAMAGE ARISING OUT OF OR IN CONNECTION WITH THE SALE, MAINTENANCE, USE, OR INABILITY TO USE THE PRODUCT, EVEN IF DIMPLEX OR ITS DIRECTORS, OFFICERS, OR AGENTS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH LOSSES, COSTS OR DAMAGES, OR IF SUCH LOSSES, COSTS, OR DAMAGES ARE FORESEEABLE. IN NO EVENT WILL DIMPLEX, OR ITS OFFICERS, DIRECTORS, OR AGENTS BE LIABLE FOR ANY DIRECT LOSSES, COSTS, OR DAMAGES THAT EXCEED THE PURCHASE PRICE OF THE PRODUCT.

SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO THE PURCHASER.

How State and Provincial law apply

This limited warranty gives you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction. The provisions of the United Nations Convention on Contracts for the Sale of Goods shall not apply to this limited warranty or the sale of products covered by this limited warranty.

1-888-DIMPLEX
1-888-346-7539

1367 Industrial Road
Cambridge, Ontario
Canada, N1R 7G8

Approved for use in the United States and Canada